

Frequently Asked Questions

JCSD Bills

Why is my bill so high?

Customer concerns about rising water and sewer rates are becoming more frequent as the costs of delivering and treating water and wastewater have risen. The rate structures are a complicated process and we hope this “Frequently Asked Questions” section can help you understand how you are charged for the water and sewer services you use.

The cost of treating and delivering water to your tap has increased in recent years for several reasons. Producing high quality water requires significant investments in treatment technologies as well as maintenance of the pipes that deliver the water to your tap. Aging parts of our water system must constantly be upgraded, repaired and/or replaced to ensure reliable water deliveries for our customers. Energy costs to pump and treat the water have also risen, and environmental regulations add additional costs to delivering your water supply. JCSD is also investing in projects that will provide ongoing system upgrades, water recycling and future storage.

In order to determine why you consider your bill high, we can look at your usage over the past year and also evaluate if you have any leaks that may be causing an increase.

What am I paying for?

JCSD is delivering a reliable, high quality water supply to your home, and also providing sewer services to treat the wastewater that leaves your home.

The JCSD bill that you receive is for both water and sewer service. The water portion consists of a monthly meter charge and a charge for the water used during the billing period. The usage numbers indicate how much water you have

used in HCF – Hundred Cubic Feet during the month. One HCF equals 748 gallons.

The sewer portion of the bill consists of a monthly charge, a variable charge and a charge for capital repair and replacement. The variable charge is based on your water use during 2 out of the lowest 4 months of the year (December through March). We use this method as an indicator of sewer use since sewer flow is not metered.

The monthly base rate for water and sewer includes fixed costs to provide service, including labor, debt service, vehicles, maintenance of meters, meter reading and processing bills.

How do you calculate my water bill?

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Recently, JCSD changed water meters in my neighborhood. Since then, my bill seems higher. Why?

The meter change occurred during a very warm weather period in fall of 2010, and some of the increase may be due to using more water outside during that warmer weather. Over 60% of your water usage can be attributed to outdoor watering. Also, the new meters are more accurate than the old meters and should reflect actual consumption.

Why do customers have different size meters?

The base rate for residential customers is determined by the size of your water meter. The majority of customers have a $\frac{3}{4}$ " meter as listed above. Some residents who require larger flow for large properties have a 1" meter, which has a base rate of \$50.54. The original size of your meter was determined by the developer of your property. If a customer wants to downsize from a 1" meter to a $\frac{3}{4}$ " meter, JCSD will change it for free. However, that will change the flow of water to your property. For example, if you are trying to water large outdoor areas and also use water inside, your water flow will be reduced with a $\frac{3}{4}$ " meter.

Is there any way I can reduce my bill?

There are many ways to conserve water. JCSD wants to remind you that over 60% of your water usage can be attributed to outdoor watering.

JCSD offers a special "Water Conservation" section on our website: www.jcsd.us that addresses water conservation, with tips to save water.

Here are few highlights from the Water Conservation website:

- Customers can reduce water waste through water use efficiency devices such as high-efficiency toilets and smart irrigation controllers, many of which may have an eligible rebate available.
- Don't let the water run while you brush your teeth. (Save 4 gallons a minute.)
- Turn off the water when you shave.
- Check your sprinkler system and adjust sprinklers so only your lawn is watered and not the house, sidewalk or street. Adjust your watering to compensate for seasonal weather patterns.
- Check your water meter and bill to track your water usage.
- Use a broom instead of a hose to clean your driveway or sidewalk.

(Save up to 100 gallons a week.)

- When doing your laundry, match the water level to the size of the load.
- Soak your pots and pans, instead of running the water while you scrape them clean.
- Make sure your toilet flapper doesn't stick open after flushing.
- Wash clothes only when you have a full load. (Save up to 600 gallons each month.)
- While washing your hands, don't let the water run while you lather.

(Save up to 80 gallons every time.)

- Don't water your lawn on windy days.
- Don't allow the hose to run while washing your vehicle.
- When you give your pet fresh water, don't throw the old water down the drain. Use it to water trees or shrubs.